

TITLE: Water Service Field Representative

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DEPARTMENT: Environmental ServicesREPORTS TO: Financial Services ManagerSUPERVISES: NoneDEFINITION:

Performs customer service duties in the field for water customers and the finance department, including water turn-ons and turn-offs due to move-ins and move-outs, meter re-reads, leak adjustment requests, posting of delinquent notices, turn-off of delinquent accounts and research on problem accounts.

ESSENTIAL JOB FUNCTIONS-- (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Conducts final water meter readings per work orders generated from the financial system. Turns water service on or off. Submits meter readings and updates billing information to finance department for accounting purposes.

Delivers and hangs delinquent notice tags for non-payments within a 48 hour period after generation of notices from the utility billing system. Performs shut off and turn on tasks associated with past due accounts.

Conducts re-reads of questionable meter readings as identified through the billing system.

Checks for water leaks when meter reading indicates high consumption and notifies customer if a leak is discovered.

Investigates leak adjustment requests and inspects for possible leaks. Troubleshoots service leaks, pressure problems and refers problems to the appropriate water crews.

Provides information and courteous response to customers encountered during the performance of duties in the field.

Completes required documentation to support accurate billing and reporting.

Maintains a city truck used in the performance of the essential job functions.

OTHER JOB FUNCTIONS

Assists water crews in emergency situations as necessary.

Performs other related duties as assigned.

WORKING CONDITIONS:

Work is performed primarily in the field from a city truck involving driving from location to location and reading and locating meters. Work is performed in all weather conditions and task occasionally requires lifting of objects and equipment ranging in weight from 25 to 100 pounds.

Repetitive lifting, digging, kneeling and reaching into meter box spaces is required. Subject to 24 hour call back for emergency conditions.

QUALIFICATIONS:

Knowledge of:

- Customer service principles.
- Utility billing procedures.
- Underground water and sewer utility systems.
- Water meter types, sizes and general working principles.
- Safety practices and procedures related to accessing and reading water meters including confined space training.
- Basic construction processes.
- Basic arithmetic and mathematics principles.
- Computers and computer applications.

Ability to:

- Perform routine arithmetic calculations.
- Communicate effectively and courteously with City employees and the public with diverse backgrounds.
- Apply excellent internal external customer service skills.
- Read maps and blueprints.
- Understand and follow oral and written instructions.
- Respond to emergencies on a 24 hour basis.
- Drive a standard transmission vehicle.
- Work independently and receive only general supervision.
- Maintain records and complete documentation on standard forms.
- Use standard tools of the trade to turn water on/off and to perform repairs or replacement of water meters.
- Physical ability to perform the essential functions of the job.

Education and Experience -- Any equivalent combination of education and experience which provides the applicant with the knowledge, skills, and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be:

High School diploma or G.E.D. and one year of experience in water maintenance or general construction.

Licenses, Certificates, and Other Requirements

Water Distribution I Certification desired.
Valid Driver's License.

Approved: 5/1/03
Revised:

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FLSA Status: NE